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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

RECEIVED

MAY 1 8 2004

plicant:	Clifford A. Harrison)	OFFICE OF PETTIONS
		1	

Serial No.: 08/919,450) Examiner: Nguyen, Cuong H.

Filed: 08/27/1997) Group Art Unit: 3625

Title: SYSTEM AND METHOD) Docket No.: 10547.15US1

FOR COMPUTER-AIDED)
TECHNICIAN DISPATCH)
AND COMMUNICATION)

PETITION UNDER 37 CFR 1.47 AND 37 CFR 1.183 AND DECLARATION OF FACTS IN SUPPORT THEREOF

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Dear Sir:

In accordance with 37 CFR 1.47 and 37 CFR 1.183 it is respectfully petitioned that: 1) the application with corrected inventorship be made by Mr. Bush on behalf of the missing, non-signing inventors Mr. Harrison and Mr. Weber; and 2) the Office waive the requirement for a statement under 37 CFR 1.48(a)(2) from the missing, non-signing

05/17/2004 CHGUYEN 00000087 08919450

01 FC:1460 130.00 QP 02 FC:1808 130.00 QP

Certificate of Mailing: The undersigned hereby certifies that this document and its enclosures are being deposited with the United States Postal Service as first class mail, postage prepaid in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on this 11th day of May, 2004.

Name: Ranni Matar

inventors Mr. Harrison and Mr. Weber that supports the addition of Mr. Bush and Mr. Weber as inventors.

The undersigned hereby declares that a diligent effort has been made to contact Mr. Emery J. Weber. This effort included the step of sending mail to Mr. Weber at his last known mailing address of 17618 Hoyt Place, Parker Colorado 80134 which mail was returned. A search from whitepages.com further shows that Mr. Weber no longer resides at the aforementioned address. Additional steps included an effort to contact Mr. Weber at his last known phone number of (303) 841-2674.

The undersigned declares that he was not able to obtain a forwarding mail address, phone number, or email address for Mr. Weber during the performance of these steps. Furthermore, the undersigned declares that a search on the Internet failed to provide any information concerning the present whereabouts of Mr. Weber.

Therefore, despite the performance of these steps, as evidenced by the attached returned envelope and computer printouts, the undersigned declares that Mr. Weber cannot be found or reached to secure his signature on the accompanying Declaration or the statement under 37 CFR 1.48(a)(2).

The undersigned hereby declares that a diligent effort has been made to contact Mr. Clifford Harrison. This effort included the step of sending mail to Mr. Harrison at his last known mailing address of 240 Kearney Street, Denver Colorado 80220. No response was received and the mail was not returned. However, a search from whitepages.com shows that Mr. Harrison does not reside at the aforementioned address. Additional steps included an unsuccessful effort to contact Mr. Harrison at his last known phone number of (303) 333-5143. A search of phonenumber.com illustrates

that this phone number no longer belongs to Mr. Harrison. An effort was also made to contact Mr. Harrison at his last known email address – "charrison@onebox.com."

Again, this effort proved unsuccessful.

The undersigned declares that he was not able to obtain a forwarding mail address, phone number, or email address for Mr. Harrison during the performance of these steps. Furthermore, the undersigned declares that a search on the Internet failed to provide any information concerning the present whereabouts of Mr. Harrison.

Therefore, despite the performance of these steps, as evidenced by the attached computer printouts, the undersigned declares that Mr. Harrison cannot be found or reached to secure his signature on the accompanying Declaration or the statement under 37 CFR 1.48(a)(2).

The signing of the Declaration by Mr. Bush with the signature block of the non-signing inventors left blank is to be treated as having been signed by Mr. Bush on behalf of Mr. Weber and Mr. Harrison.

The undersigned further declares that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. § 1001 and that such willful false statements may jeopardize the validity of the application, any patent issued thereon, and any patent to which this declaration is directed.

U.S. S/N 08/919,450

A check for the fees specified in 37 CFR 1.17(i) and 37 CFR 1.17(h) is enclosed.

The Commissioner is Authorized to charge any fee deficiency or credit overpayment to deposit account number 50-2428.

Date: May 11, 2004

Respectfully submitted

Gary R. Jaros k, Reg. No. 35,906

Greenberg Traurig, LLP

77 W. Wacker Drive - Suite 2500

Chicago, Illinois 60601

(312) 456-8400

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GREENBERG TRAURIG, P.C. 77 WEST WACKER DRIVE, SUITE 2500

CHICAGO, ILLINOIS 60601

INSUFFICIENT ADDRESS
INDUSUCH NUMBER
UND AIMED TO REFUSED
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INDUSTRI

Parke

Jarosik, Gary (Shld-Chi-IP)

Subject: FW: former employee question

----Original Message----

From: Cantzler, Chris [mailto:Chris_Cantzler@csgsystems.com]

Sent: Tuesday, October 07, 2003 4:12 PM

To: Galis, Mark (Shld-Chi-IP)

Subject: FW: former employee question

Here's the last known addresses from HR

Chris

----Original Message-----

From: Jeroszko, Shannon

Sent: Tuesday, October 07, 2003 1:37 PM

To: Cantzler, Chris

Subject: RE: former employee question

Ok, Addresses: Clifford Harrison 240 Kearney Street Denver, CO 80220 303-333-5143

Emery Weber 17618 Hoyt Place Parker, CO 80134 303-841-2674

I'll look into them a little more, to see if I can come up with current employees who might know more about them.

----Original Message----From: Cantzler, Chris

Sent: Tuesday, October 07, 2003 1:30 PM

To: Jeroszko, Shannon

Subject: RE: former employee question

Most notably some contact infolast known address etc., next job after CSG.

Also, who did these guys work for/with? Maybe there are still some current CSG people who could help us answer some of our questions.

Thanks, Chris



-----Original Message-----**From:** Jeroszko, Shannon

Sent: Tuesday, October 07, 2003 1:27 PM

To: Cantzler, Chris

Subject: RE: former employee question

We have files on both of them, but not much is in them. What type of info are you looking for?

----Original Message-----

From: Cantzler, Chris

Sent: Tuesday, October 07, 2003 12:13 PM

To: Jeroszko, Shannon

Subject: former employee question

Shannon,

In reviewing our patent portfolio, there may be some inventorship discrepancies that need to be resolved. Do you have any information on former CSG employees Clifford Harrison and Emery J. Weber?

Thanks, Chris

Chris Cantzler

Associate Counsel CSG Systems, Inc. 7887 E. Belleview Ave., Ste. 1000 Englewood, CO 80111 303-804-4906 303-804-4012 (fax)

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SITE MAP

We did not find a listing for the phone number you e

The phone number "(303) 841-2674" is a Denver, CO based phone numb registered carrier is Qwest Corporation. Additional information for this ravailable. Please read our Search Tips below for more information.

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- Current Unlisted Phone & Address Info Available. Click Here!

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Jarosik, Gaf

From: To:

stem Administrator

arriso@onebox.com; charrison@onebox.com desday, October 14, 2003 5:57 PM

Sent: Undeliverable: CSG - Patent Application

Subject:

Your message did not reach some or all of the intended recipients.

Subject:

CSG - Patent Application

Sent:

10/14/2003 5:57 PM

The following recipient(s) could not be reached:

charriso@onebox.com on 10/14/2003 5:57 PM

There was a SMTP communication problem with the recipient's email server. Please contact your system administrator. <gt-srv01.gtlaw.com #5.5.0 smtp;551 (charriso@onebox.com) has been cancelled>

charrison@onebox.com on 10/14/2003 5:57 PM

There was a SMTP communication problem with the recipient's email server. Please contact your system administrator. <gt-srv01.gtlaw.com #5.5.0 smtp;551 (charrison@onebox.com) has been cancelled>

IN THE UNITED STATE PATENT AND TRADEMARK OFFICE Clifford A. Harrison Serial No.: 08/919,450 Filed: 08/27/1997 Title: SYSTEM AND METHOD FOR COMPUTER-AIDED TECHNICIAN DISPATCH AND COMMUNICATION IN THE UNITED STATE PATENT AND TRADEMARK OFFICE Examiner: Nguyen, Cuong H. Art Unit: 3625 Docket No.: 10547.15US1

STATEMENT FROM INVENTOR BEING ADDED TO CORRECT INVENTORSHIP

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Dear Sir:

I, Phillip M. Bush, am a co-inventor of the above-identified patent application, I hereby state that the omission of my name as a co-inventor on the Declaration filed with the above-identified patent application was not done with any deceptive intention on my part.

The undersigned further declares that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. § 1001 and that such willful false statements may jeopardize the validity of the application, any patent issued thereon, or any patent to which this declaration is directed.

			Respectfully Submitted,
Date: <u> </u>	/6	, 2004	By: Millo M. Bush

Daniel and the control of the contro

\\chi-srv01\208562v02

PTO/SB/01A (10-01)

Approved for use through 07/31/2003. OMB 0651-0032

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EMBINE	APPLICATION (37 CFR 1.63) AND POWER OF ATTORNEY FOR UTILITY OR DESIGN APPLICATION USING AN APPLICATION DATA SHEET (37 CFR 1.76)							
Title of Invention	SYSTEM AN		COMPUT	ER-AIDED TECHNICIAN	Docket No. 10547.15US1			
As the below	named inventor	(s), I/we declare tha	t:					
This declarati	on is directed to	:						
Th	e attached appl	ication, or						
<u>x</u> A		<u>08/910,450</u> , fi						
	as amer	ided on		_ (if applicable);				
I/we believe to patent is sough		the original and fire	st inventor(s	s) of the subject matter which	is claimed and for which a			
		nderstand the cont t specifically referred		above-identified application	, including the claims, as			
me/us to be material infor	material to pa mation which be	tentability as define	ed in 37 Cf ween the fil	s Patent and Trademark Office FR 1.56, including for conting date of the prior application.	nuation-in-part applications,			
are believed to and the like a	to be true, and t re punishable b	further that these sta	atements we	ue, all statements made here ere made with the knowledge under 18 U.S.C. 1001, and m	that willful false statements			
to transact all	business in the	Patent and Tradem	ark Office co	istered practitioner(s) to prose onnected therewith. red practitioner(s) name/regist				
Na	me	Registration Nu	mber	Name	Registration Number			
FULL NAME	OF INVENTOR	(S)						
Inventor one:	Clifford A. Har	rison		Date:				
Signature:			(Citizen of: U.S.				
inventor two: Emery J. Weber Date: 17618 Hoyt Place Parker, CO 80134 I, Emery J. Weber, further state that the error in inventorship in the above-identified patent application occurred without any deceptive intention on my part.								
			Τ.	Citizen of: U.S.				
Signature:								
Inventor three	e: Phillip M. Bus 298 S. Williar Denver, CO 8	ns Street	Г	Date: 4//6/2004				
	Bush, further st			hip in the above-identified p	patent application			
Signature:	Vilo mpl			Citizen of: U.S.	-			
	V-W-1/	are being named on		additional form(s) attached h	ereto.			

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- 240, Kearney Street

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State: ICO

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- Family and Friend's Information Found!
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Reverse Address

House Number

240

(e.g. "742")

Street Name

Kearney Street

(e.g. "Evergreen Terrace")

City or ZIP Code

Denver

State or Province

Colorado

Search

» Batch address lookups - ¢ a hit

(?) Search Hints & Options

- Check the spelling of the city. If you know the ZIP code, use it instead of a city. This reduces the chances of spelling errors or variations.
- Try dropping the street type (e.g. Street, Road, Rd, Ave, etc).
- Try dropping the "direction" in the name (e.g. for West Hanover, drop "West").



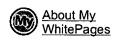


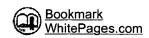


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Michael Paez Public Records Search!

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Paez, Michael

17618 Hoyt Place Parker, CO 80134 (303) 593-1152

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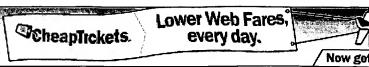
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, CHRISTOPHER (303) 333-514

AREA & ZIP CODES MAUPIN, CHRISTOPHER

1160 lvy St

Denver, CO 80220

Did you go to school with Christopher Maup
Christopher Maupin - More Info Available - Cl

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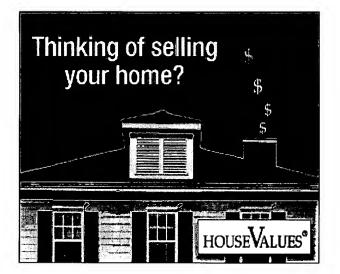




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Christopher Maupin Is In Our Database! Cl

Listings: 1 (



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MAN 1 4 2004 0 5

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Clifford A. Harrison)		
Serial No.:	08/919,450)	Examiner:	Nguyen, Cuong H.
Filed:	08/27/1997)	Group Art U	nit: 3625
Title:	SYSTEM AND METHOD)	Docket No.:	10547.15US1

TECHNICIAN DISPATCH
AND COMMUNICATION

AMENDMENT TO CORRECT INVENTORSHIP (37 CFR §1.48(a)

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Dear Sir:

Applicant would hereby like to request that the inventorship of the aboveidentified application be corrected to add the following individuals as inventors:

Emery J. Weber, Parker, Colorado

Phillip M. Bush, Denver, Colorado

The error in omitting Messrs. Weber and Bush as inventors when the patent application was originally filed was committed without any deceptive intention on the part of Mr. Harrison or on the part of Messrs. Weber and Bush.

Enclosed herewith is a Declaration signed by the inventor Mr. Bush and a copy of the Declaration that was originally filed and signed by Mr. Harrison. The new

<u>Certificate of Mailing</u>: The undersigned hereby certifies that this document and its enclosures are being deposited with the United States Postal Service as first class mail, postage prepaid in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on this 11th day of May, 2004.

Name: Ranni Mata

U.S. S/N 08/919,450

Declaration does not contain the signatures of either Mr. Weber or Mr. Harrison because efforts to locate these inventors have not been successful.

Also enclosed is the Assignee's Written Consent under 37 CFR 3.73(b).

By:

A check in the amount of \$130.00 as set forth in 37 CFR 1.17(i) is enclosed.

The Commissioner is Authorized to charge any fee deficiency or credit overpayment to deposit account number 50-2428.

Respectfully/submitted,

Date: May 11, 2004

Gary R. Jarosik, Reg. No. 35,906

Greenberg Traurig, LLP

77 W. Wacker Drive - Suite 2500

Chicago, Illinois 60601

(312) 456-8400

\\chi-srv01\208547v01

MAY 1 4 2004 00 3

IN THE UNITED STATE PATENT AND TRADEMARK OFFICE

Applicant:	Clifford A. Harrison)	
)	Examiner: Nguyen, Cuong H
Serial No.:	08/919,450)	Art Unit: 3625
Filed:	08/27/1997)	Art Offit. 3023
)	Docket No.: 10547.15US1
Title:	SYSTEM AND METHOD)	•
	FOR COMPUTER-AIDED)	
	TECHNICIAN DISPATCH)	
	AND COMMUNICATION)	

ASSIGNEE'S WRITTEN CONSENT (37 CFR § 3.73(b))

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Dear Sir:

CSG Systems, Inc., assignee of the above-identified patent application, hereby consents to the filing of the Amendment to Correct Inventorship.

A copy of the originally filed Assignment, recorded on June 8, 1998 at reel/frame number 9272/0373 is attached.

CSG Systems, Inc. states that the omission of Messrs. Emery J. Weber and Phillip M. Bush as inventors when the application was originally filed was not done with any deceptive intention.

The undersigned (whose title is supplied below) is authorized to sign this statement and act on behalf of the assignee.

The undersigned further declares that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed

to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. § 1001 and that such willful false statements may jeopardize the validity of the application, any patent issued thereon, or any patent to which this declaration is directed.

Respectfully Submitted,

CSG SYSTEMS, INC.

Date: January 14 , 2004

By: <u>() () (- '</u>

Name: Joseph Ruble

Title: Vice President and General Counsel

\\chi-srv01\189314v02

CSG SYSTEMS, INC.
Reviewed
by
CC 1/14/04
LEGAL DEPARTMENT

4 2004	Hinder the Paperv	vork Reduction Act of 1995, no	persons are required	Patent and Trade	roved for use through 07/31/2006. OMB 0651/20031 mark Office: U.S. DEPARTMENT OF COMMERCE ation unless it displays a valid OMB control number.
ADEMAYAD	7			Application Number	08/919,450
302	TR	ANSMITT	AL	Filing Date	08/27/1997 MAY 1 8 2
	FORM (to be used for all correspondence after initial filin			First Named Inventor	Clifford A. Harrison
				Art Unit	3625 OFFICE OF PE
			_	Examiner Name	Nguyen, Cuong H.
	Total Number of	Pages in This Submission	23	Attorney Docket Number	10547.15US1
			ENCLOS	URES (check all that appl	(y)
	Fee Transmi	ttal Form	Drawing	(a)	After Allowance communication to Group
	Fee Attached			g-related Papers	Appeal Communication to Board of Appeals and Interferences
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		ponse to Missing Parts er 37 CFR 1.52 or 1.53			
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O.	Firm Or Individual name Customer No. 34018 Gary R. Jarosik Reg. No. 35906			`/	
s	Signature				
D	ate	May 11, 2004	1		

Typed or printed name Ranni Matary
Signature Ranni Matary

May 11, 2004

Date

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

PTO/SB/17 (10-03)

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10547.15US1

FEE TRANSMITTAI	Co	Complete if Known				
- · ·	Application Number	08/919,450				
for FY 2004	Filing Date	08/27/1997				
Effective 10/01/2003. Patent fees are subject to annual revision	First Named Inventor	Clifford A. Harrison				
Applicant claims small entity status. See 37 CFR 1.27	Examiner Name	Nguyen, Cuong H.				
	Art Unit	3625				
TOTAL AMOUNT OF PAYMENT (\$) \$260.	00 Attorney Docket No.	10547.15US1				

Attorney Docket No.

METHOD OF PAYMENT (check all that apply)				FE	E CALCULATION (continued)	
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Deposit	1052	50	2052	25	Surcharge - late provisional filing fee or cover sheet	
Account Name Greenberg Traurig, P.C.	1053	130	1053	130	Non - English specification	
The Director is authorized to: (check all that apply)	1812	2,520	1812	2,520	For filing a request for ex parte reexamination	
Charge fee(s) indicated below Credit any overpayments	1804	920*	1804	920*	Requesting publication of SIR prior to Examiner action	
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to the above-identified deposit account.	1252	420	2252		Extension for reply within second month	
FEE CALCULATION	1253	950	2253		Extension for reply within third month	
1. BASIC FILING FEE		1,480	2254		Extension for reply within fourth month	
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1001 770 2001 385 Utility filing fee	1402	330	2402		Filing a brief in support of an appeal	
1002 340 2002 170 Design filing fee	1403	290	2403		Request for oral hearing	<u> </u>
1003 530 2003 265 Plant filing fee		1,510	1		Petition to institute a public use proceeding	
1004 770 2004 385 Reissue filing fee	1452		2452		Petition to revive - unavoidable	
1005 160 2005 80 Provisional filing fee		1.330	2453		Petition to revive - unintentional	
SUBTOTAL (1) (\$)		1,330	2501		Utility issue fee (or reissue)	
2. EXTRA CLAIM FEES FOR UTILITY AND	1502	·	2502		Design issue fee	
Fee from Extra Claims below Fee Paid	1503	640	2503		Plant issue fee	
Total Claims20** = X =	1460	130	1460		Petitions to the Commissioner	260.00
Independent 3** = 0 X = 0.00	1807	50	1807	50	Processing fee under 37 CFR § 1.17(q)	
Multiple Dependent =	1806	180	1806		Submission of Information Disclosure	
Large Entity Small Entity Fee Fee Fee Fee Fee Description	0004	40			Statement	
Code (\$) Code (\$)	8021	40	8021	40	Recording each patent assignment per property (times number of properties)	
1202 18 2202 9 Claims in excess of 20 1201 86 2201 43 Independent claims in excess of 3	1809	770	2809	385	Filing a submission after final rejection (37 CFR § 1.129(a))	
1201 86 2201 43 Independent claims in excess of 3 1203 290 2203 145 Multiple dependent claim, if not paid	1810	770	2810	385	For each additional invention to be examined (37 CFR § 1.129(b))	
1204 86 2204 43 ** Reissue independent claims	1801	770	2801	385	Request for Continued Examination (RCE)	
over original patent	1802	900	1802	900	Request for expedited examination	
1205 18 2205 9 ** Reissue claims in excess of 20 and over original patent	Oth	er fee (specify	١	of a design application	
SUBTOTAL (2) (A) SO OO]	c, 100 (эрсын			
SUBTOTAL (2) (\$) \$0.00					CURTOTAL (2)	
**or number previously paid, if greater, For Reissues, see above	*Red	duced t	y Basic	Filing	Fee Paid SUBTOTAL (3) (\$)	\$260.00
SUBMITTED BY /					Complete (if applicable)	
Name (Print/Type) Gary R. Jarosik		Registra (Attorne)	ation No //Agent)	O	35,906 Telephone (312) 456-	-8400
Signature				-	Date May 11, 20	004

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This collection of information is required by 37 CFR 1.17 and 1.27. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete his form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.